



Resource

Production Company

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To Whom It May Concern,

In 2004, Resource Production Company joined ISNetwork to satisfy a requirement to report Health and Safety information and work hours to Conoco Phillips Company. At first, I knew little about the system and needed assistance getting acquainted with it.

As I got to know the Customer Service team at ISNetwork, I found them to be very courteous, professional and knowledgeable. They were always ready to give a helping hand and to assist me through any issue I might have.

As I moved on to the task of entering my EMR letters, training records and safety programs into ISNetwork, I had the opportunity to get to know another group of the ISNetwork family known as RAVS (Review and Verification Services). Once again, the ISNetwork team proved to be courteous and professional in assisting me to complete the RAVS requirement. They took the time to help me correct my mistakes and made suggestions to make the task easier. Not only did they help me to complete the requirement in a timely manner, but Brent and the rest of the RAVS Team helped make fulfilling the requirement as enjoyable and educational as possible.

In the end, not only did I come away with a better understanding of RAVS, I was also able to get to know a great group of people. Every company could be so lucky to have such a great dedicated group of people working for them as does ISNetwork. They seem to take great joy in assisting people such as myself and my company to complete the necessary requirements that are set forth for us by the owner clients.

Thank you to the members of the ISNetwork team for your tireless effort to help people like myself through some frustrating times. It's not the rule but the exception to find such a great group to work with.

Sincerely,

Larry Walls
HSE/Training Manager
Resource Production Company